

I was crammed by SBC on my February bill. SBC told me by phone well before the bill was issued that I was put on a \$29.95 plan for DSL service and that my contract was extended by one year at the time it was changed, although they did not say over the phone when it was changed in the cycle. On my bill there is a charge for \$39.95 for DSL. SBC also told me over the phone they put me on a \$24.95 LD plan without telling me, although I will not have any evidence of this until my next bill is issued.